



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending December 31, 2012

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.17	0.12	0.17	0.15
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.17	0.18	0.17	0.17
E. Percent of Service Installations [730.540(a)]	97.26%	98.76%	98.32%	98.70%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	94.21% *	93.76% *	94.28% *	94.08% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.96	2.65	2.07	2.56
H. Percent Repeat Trouble Reports [730.545(c)]	10.56%	11.89%	9.44%	10.70%
I. Percent of Installation Trouble Reports [730.545(f)]	10.82%	7.23%	7.04%	8.37%
J. Missed Repair Appointments [730.545(h)]	128	104	74	102
K. Missed Installation Appointments [730.540(d)]	144	109	91	115

Comments



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